

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Employment Service Assistant**

**Class Code: 20280**

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### **A. Purpose:**

Performs a combination of clerical and professional duties associated with a Career Center or the unemployment insurance division including greeting and interviewing clients, taking job orders and making referrals, assisting with eligibility determinations, monitoring a variety of employment programs, gathering information for initial and reopened unemployment insurance claims, and performing clerical duties to maintain efficient office operations.

### **B. Distinguishing Feature:**

Employment Service Assistants are located in Career Center offices or unemployment insurance offices where Employment Representatives are not always available to assist applicants or employers with employment services. Employment Service Assistants are responsible for Career Center program support and secretarial duties and also perform duties normally associated with Employment Representatives.

Employment Representatives deal directly with individuals seeking employment assistance, unemployment insurance benefits, and access to training programs; and provide assistance to employers in listing job openings and in obtaining applicants for various jobs.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Interviews applicants to gain information and work history to properly match qualified individuals to job openings.
  - a. Provides information on current job openings.
  - b. Makes referrals to job openings.
2. Takes job orders from employers to provide employers qualified applicants for job openings.
  - a. Gathers information about the position.
  - b. Compiles lists of applicants through computer file searches for the position.
  - c. Conducts follow-ups on positions filled through the Career Center by calling employers, verifying start dates, and closing out job orders.
3. Monitors various employment programs to ensure clients are referred to programs for which they are eligible and to maintain program compliance.
  - a. Determines or verifies client eligibility.
  - b. Explains program requirements.
  - c. Verifies that requirements are met and reports non-compliance.
  - d. Assists with the food stamp program.
    - i. Conducts interviews with clients and explains program requirements.
    - ii. Verifies job contacts or attendance at job search assistance classes and reports non-compliance with appropriate agencies.
  - e. Performs pre-monetary determinations or takes claims by telephone for unemployment insurance applicants.
    - i. Accesses computer files, checks wage credits, and identifies the type of claim.
    - ii. Gathers information for either the pre-monetary determination or the telephone unemployment insurance claim and informs client of eligibility requirements and filing procedures.

- f. Assists with Rent-a-Kid and day-labor programs.
    - i. Maintains lists of interested applicants and takes job requests.
    - ii. Chooses qualified persons to notify and conducts follow-ups to ensure work was completed.
  - g. Informs applicants of acceptance into labor programs, makes transportation arrangements, and explains procedures.
- 4. Performs clerical duties to provide support and maintain records.
  - a. Encodes client information, referrals, job orders, and contacts on mainframe computer system.
  - b. Types correspondence, vouchers, reports, contracts, forms, and other items; alters grammar, spelling, and punctuation as needed.
  - c. Opens and distributes mail.
  - d. Establishes and maintains office filing system.
- 5. Greets the public and answers incoming calls to ensure the public is treated courteously and expediently.
  - a. Provides necessary information and assistance to applicants and employers.
  - b. Refers questions to appropriate person or agency.
  - c. Advises clients on procedures for registration with the Career Center and assists with completion of necessary forms.
- 6. Performs other work as assigned.

#### **D. Reporting Relationships:**

Typically reports to a Career Center Manager, Career Center Assistant Manager, or a Labor Program Administrator and typically does not supervise; may act as a lead worker.

#### **E. Challenges and Problems:**

Challenges include providing professional support to Employment Representatives while maintaining office support functions. This is difficult because the incumbent not only greets clients, answers calls, and performs clerical duties; but also performs duties that are typically conducted by Employment Representatives; such as interviewing, referrals, job orders, follow-ups, and program compliance. Also challenged to be knowledgeable of current rules and regulations relating to employment services and programs.

Problems include dealing with chronically unemployable people, responding to uncooperative or angry clients, and clients that do not comply with program requirements.

#### **F. Decision-making Authority:**

Decisions include those associated with referring clients to the most appropriate jobs, programs, or agencies and eligibility of employment programs.

Decisions referred include unusual or complex questions about programs and complaints from applicants or employers unresolved by the incumbent.

#### **G. Contact with Others:**

Daily contact with the public, employers, and other state agencies to provide information and assistance with employment services.

## **H. Working Conditions:**

Works in a typical office environment.

## **I. Knowledge, Skills and Abilities:**

Knowledge of:

- interviewing and placement techniques;
- information gathering techniques;
- alphabetical and numerical sequences as they apply to sorting and filing.

Ability to:

- deal with others courteously and tactfully;
- communicate information clearly and concisely;
- organize and coordinate activities;
- use a computer and associated software;
- evaluate information for accuracy and completeness;
- maintain self control in stressful situations;
- operate a variety of office machines.